

SEVERN

TRENT

WATER

# We're here to help you

What to do if you're  
struggling to pay your  
water bill



Talk to us on  
**0345 602 2777**

## Struggling to pay your bill?

It's a worry when you can't pay your bills. But we're able to offer you ways to ease the financial stress and get you back on track. We'll help find a payment arrangement that is right for you, even if you can only pay part of your bill.

We have flexible payment arrangements – weekly, fortnightly, monthly, as well as other methods to make paying as easy as possible for you.

Call us today on **0345 602 2777**

## Do you receive benefits?

If you receive Income Support, Jobseeker's Allowance, Employment Support Allowance (ESA), Pension Credit or Universal Credit then the Job Centre Plus may be able to arrange for your bill to be paid out of your benefits.

You'll pay a small fixed amount towards your arrears plus an amount for your current charges, and we won't take any recovery action while you're on the scheme.

The best part is you won't have to remember to pay us – the Department for Works and Pensions pay us direct – making it easier for you.

Simply call us on **0345 602 2777** with your National Insurance number or visit **[stwater.co.uk](http://stwater.co.uk)**

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# Is more support available?

If your family is on a low income and already use a water meter, but still find that you tend to use a lot of water, then you can apply for Watersure.

You must be receiving means tested benefits and have either a medical condition (high water use related) or a large family (three or more children under 19 years still living at home) to qualify.

Call **0345 750 0500** to discuss or email directly to **watersure@severntrent.co.uk** and we will talk you through the process. Alternatively, visit **stwater.co.uk** for more information.

If you don't already have a water meter, you may be able to save money by having one fitted. Visit **stwater.co.uk** or call **0345 750 0500**.

Save water, energy and money! For free products go to **stwater.co.uk/save**



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# Please complete this form

Please complete in BLOCK capitals using black ink. Alternatively simply call 0345 602 2777 and we will make the application on your behalf.

If you receive (Please tick one box)

Income Support	<input type="checkbox"/>
Jobseeker's Allowance	<input type="checkbox"/>
Pension Credit	<input type="checkbox"/>
Employment Support Allowance (ESA)	<input type="checkbox"/>
Universal Credit	<input type="checkbox"/>

You can ask the Jobcentre Plus Office to send your payments from your benefit direct to us. If you would like us to arrange this please fill in and sign this form, then send it to Severn Trent Water Limited, Customer Relations, PO Box 5310, Coventry, CV3 9FJ.

My account reference number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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(This is shown in the top right-hand corner of your bill)

My National Insurance number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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We will hold your National Insurance number as part of your records for the sole purpose of managing your account.

Severn Trent Water Help with paying your water bill

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Address:

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Postcode:

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Name of person on Severn Trent Water bill if different from above:

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Home telephone number (including STD)

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Mobile telephone number (if applicable)

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Date of birth: (day-month-year) (for security)

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Full name of person receiving benefit:

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# Looking for more advice?

If you're suffering from exceptional financial hardship then the Severn Trent Trust Fund – a fully independent charity – may be able to help you with a grant to clear part or all of your water charges.

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 Call us on **0345 602 2777** for details.

You can get independent money advice by contacting your local Citizens Advice Bureau or StepChange, who are a charity that can help you manage your debts and ongoing money matters.

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 Call StepChange on **0800 138 1111**  
 or **stepchange.org**

Our 'Code of Practice – Your bill' explains the steps we must take before and after court action. If you would like a copy please visit **stwater.co.uk** or call **0345 750 0500** (calls charged at local rate).

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**Severn Trent Water Ltd**  
PO Box 5309  
Coventry  
CV3 9FH  
stwater.co.uk

